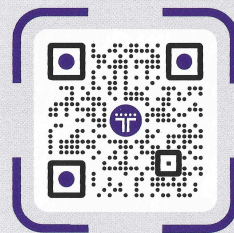


Want to try tap and go?
Use the marked gates to
tap on and off with your card,
phone or smart watch.



- ✓ Full fare.
- ✓ Craigieburn, Upfield, Ballarat and Seymour train lines.
- ✓ Keep using your myki if you prefer, or if you're continuing your journey on another train line, tram or bus.



Scan for more
information or visit
[transport.vic.gov.au/
tap-and-go](https://transport.vic.gov.au/tap-and-go)

If you have a hearing or speech impairment,
contact us through the National Relay
Service. For more information, visit
relayservice.gov.au



For other languages visit
transport.vic.gov.au/languages
or call 9321 5450.

DTP1877/26



Department
of Transport
and Planning

More ways to tap and go

We're trialling contactless
payments on the **Craigieburn,**
Upfield, Ballarat and Seymour
train lines.



 **Transport
Victoria**

Top tips for using tap and go



Always tap on and off with the same card, phone or smart watch.



Take your card out of your wallet before you tap.



Make sure you have enough money in your account to pay for your journey.



Set up express transit so you can tap your phone without opening or unlocking.



Got questions? We're here to help.

Where can I use tap and go during the public trial?

On the Craigieburn, Upfield, Ballarat and Seymour lines, as well as City Loop stations.

Keep using your myki if you prefer, or if you're continuing your journey on another train line, tram or bus.

Which payment methods can I use?

Both Mastercard and Visa are accepted. You can pay using your credit or debit card, or mobile wallet on phone or smart watch.

Why do I have to take my card out of my wallet?

To avoid the wrong card being charged, or being charged more than once, always take your preferred card out of your wallet to tap on.

Can I still use myki?

Yes, keep using myki if you prefer.

Is a tap and go fare the same as a myki fare?

Yes. Fares are the same for both contactless and myki payments. Always tap on and off using the same device to ensure you are charged correctly and receive the daily fare cap.

If you use a non-Australian payment card, you may be charged international transaction fees – please check with your card issuer.

When will I see my fare in my bank account?

It may take up to three days to see your fare in your bank account. You may see a pending amount before your fare is calculated and confirmed.

You can check your travel and payment history online.

Is my personal data safe?

Safeguards are in place to protect your data. If Authorised Officers ask you for proof of a valid ticket, they can only see if you've tapped on or off – they can't see your credit card or bank details.

I travel on a concession. Can I use tap and go?

For now, contactless payments are only available for full fare customers.

Where can I go for more information?

Look out for our friendly customer service staff on network, or visit transport.vic.gov.au/tap-and-go for more information.

